

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to Office of Human Resources. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( x ) EXISTING POSITION

## PART I - Position Description

1. Agency Name Department for Children and Families		9. Position Number	10. Budget Program Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Program Consultant I	
3. Division Wichita		12. Proposed Class Title	
4. Section Community Relations		13. Allocation	
5. Unit Client Affairs and Community Relations		14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City: Wichita County: Sedgwick		15. By	Approved
7. (Circle appropriate time) (Full Time) (Perm) Inter Part Time Temp % 8. Regular Hours (circle appropriate time) From: AM To: PM		16. Audit Date: By: Date: By: 17. Position Reviews Date: By:	

## PART II - Organizational Information

## Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

### This position exists to:

1. Serve as the primary contact for the OCS in Topeka to respond to the Service Management System from the public, state and federal legislators, Secretary's office and Governor's office.
2. Explain, clarify and interpret general policies, procedures, regulations and activities of the various departments of the agency for customers, organizations and the general public.
3. Work with difficult client situations and answers inquiries from the community.
4. Responds to customer concerns that are received by:
  - a. clarifying and explaining procedures and regulations.
  - b. make assessments of individual or family needs and then refer to the appropriate DCF services/program and/or to community resources.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

**Supervise the Wichita call center consisting of five agents. Conducts ongoing training for the agents creating a "one-touch solution" in the Wichita region.**

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:	Title:	Position Number:
Kenya Cox	Assistant Director	K0214644
Who evaluates the work of an incumbent in this position.		
Name:	Title:	Position Number:
Kenya Cox	Assistant Director	K0214644

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

**The employee in this position is given a great deal of latitude to complete work assignments. A general outline of the work to be performed is provided and the employee is generally free to develop their own methods within the scope of established policies. Assignments are generally broad, general directives or expectations without detail. Wide latitude is given for decision making and much room for independent judgment. New, unusual or complex situations may be referred to supervisor for input. Work is periodically checked for progress and conformance to policies and requirements.**

- d) Which statement best describes the result of error in action or decision of this employee.
- ( ) Minimal property damage, minor injury, minor disruption of the work flow.
  - ( x ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
  - ( ) Major program failure, major property loss, or serious injury of incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)  
**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments: perform other tasks as assigned by the Unit Manager. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. Adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

This position will participate on Integrated Service Teams (IST) which may include team meetings, working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

No.	%	E OR M	
1.	35%	E	Supervise the Wichita call center consisting of five agents. Conducts ongoing training for the agents creating a "one-touch solution" in the Wichita region; less transfers to a team voice mail and less frustration for the customer. Track and report the metrics of incoming phone calls in the call center. Used as a tool for performance planning and review.
2.	25%	E	Assesses applicants and recipients to answer escalated issues. To explain and interpret agency programs or services. Uses assessment information in order to make referrals to agency programs as well as to community agencies. Works to resolve conflicts or misunderstandings by explaining and clarifying our agency procedures, policies and practices.
3.	10%	E	Responds to concerns from the public, legislators, and consumers as directed by Director and Assistant Director. Communicates all legislative responses through Assistant Regional Director. Communicates with Directors, Program Administrators, Assistant Program Administrators, and program specialists to obtain information needed to respond to concerns Responsible for the entire Wichita region which includes the Winfield, El Dorado and Pratt offices.
4.	10%	E	Participates with Assistant Director to connect with civic groups, community organizations, church groups, social agencies, client advocacy groups and other public or private organizations to explain an interpret programs, procedures and services. Serves on community boards as needed as an agency representative.
5.	10%	E	Publish the monthly newsletter for the Wichita Region. Work with different committees and departments in each office to write news stories, report updates and raise morale. Confers either orally or in writing with the general public, civic organizations, department officials and employees to answer inquiries and to explain and interpret agency programs and services.
6.	10%	E	Provides information about agency programs and community programs to the public as well as to persons requesting services from our agency both orally and in writing. Contacts community agencies in order to obtain information about their programs and services and to make referrals. Performs additional related work as requested.

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to properly perform the duties could escalate situations to include negative media coverage, administrative corrective action and legal actions. Failure to properly perform duties could also result in a loss of public image for DCF.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- ( ☒ ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ☐ ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
( ☐ ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

**Classified/Administrative Assistant**

**K0047130;K0063901;K0102624;K0107918;K0133638**

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**Contacts are made daily with customers, their family members, agency staff, and the community to communicate Agency rules, regulations, procedures, standards, scope of services and to act as a resource person. Occasional contact is made with legislators and other public agencies regarding DCF policies, regulations, procedures or constituent inquires.**

25. What hazards, risks or discomforts exist on the job or in the work environment?

**Working with upset clients who are frustrated with the agency procedures, regulations, or with the amount of their benefits. There is considerable pressure associated with the responsibility and accountability of this position. There is risk of legal liability.**

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

<b>Personal Computer</b>	<b>-Daily</b>
<b>Laser Printer</b>	<b>-Daily</b>
<b>Telephone</b>	<b>-Daily</b>
<b>Automobile</b>	<b>As needed</b>
<b>Fax Machine</b>	<b>As needed</b>
<b>Copier</b>	<b>As needed</b>
<b>Calculator</b>	<b>As needed</b>

### **PART III - Education, Experience and Physical Requirements Information**

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

**General Education accepted/ Associate or Bachelor degree preferred**

**One year of experience in planning, implementing and monitoring activities relevant to the agency's programs. A minimum of one year experience in customer service/affairs. Education may be substituted for experience as determined relevant by the agency. A background in Community Relations is a plus.**

**\*See Classification Specifications**

### **28. SPECIAL REQUIREMENTS**

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

**\*See Classification Specifications**

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

**See Classification Specifications**

C. List preferred education or experience that may be used to screen applicants.

**Extensive knowledge of community resources, DCF procedures and regulations. A proven ability to deal with agitated clients and the public in a courteous manner. Applicable skills in communicating with a wide range of persons in the community, ranging from clients to professionals.**

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

**The work is predominantly sedentary and requires minimal or negligible physical exertion.**

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

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#### **PART IV - Signatures**

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Signature of Employee

Date

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Signature of Human Resource Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date